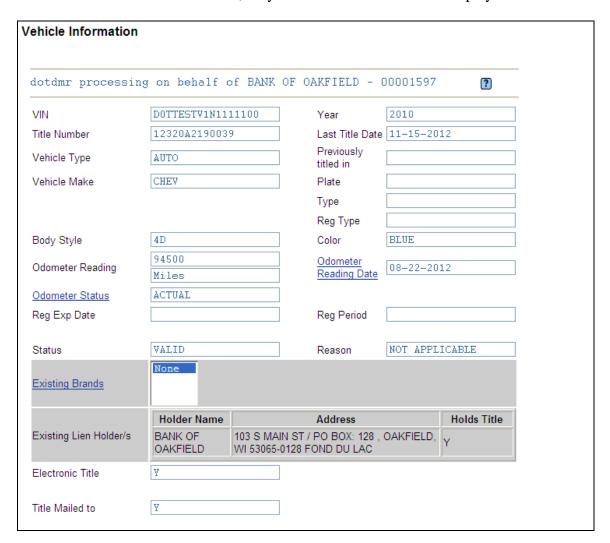
SECTION 3: CUSTOMER INFORMATION

Agents will only have access to information on vehicles titled in Wisconsin. eMV Agent Lien transactions all involve Wisconsin titles. Customers with a Wisconsin title already exist on the DMV database, so their information is preloaded when you enter a valid personal identifier.

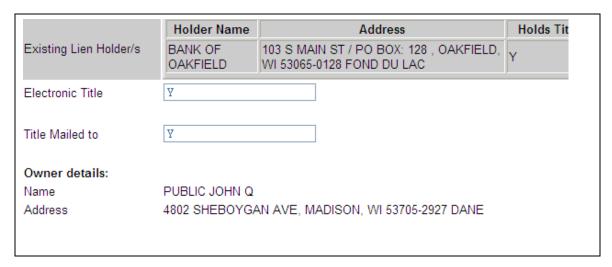
When running a vehicle inquiry, owner information will only be displayed if the correct **Driver's License number** (DID), **Federal Employer Identification number** (FEIN), or **Social Security number** (SSN) is entered.

?	
VIN	
OR	
Plate	Type 💌
Owner DID #	
OR	
SSN	
OR (for non-indivi	dual)
FEIN#	
Lessee DID #	
OR	
SSN	
OR (for non-individ	ual)
FEIN#	
Next Cancel	

If no customer identifier is entered, only the vehicle information is displayed:



When an identifier is added, the owner information becomes available:



When adding a lien for a customer, with or without a replacement title, you have the capability to **update the customer's address information**.

Existing Brands
Existing Lien None Holders
Owner Details
Owner 1 BOB ROBERTS
Address 987 MAIN ST line 1
Address line 2
PO Box
City CHILI State WI ZipCode 54420
Next Cancel

Customers must have a valid Wisconsin address. Customer addresses may not be changed to out-of-state locations. PO boxes cannot be used as primary addresses for individuals.